



RECEIVED  
CENTRAL FAX CENTER

MAY 17 2004  
**OFFICIAL**

**Intellectual Property Law Group**

**Verizon Corporate Services Group Inc**

600 Hidden Ridge Drive  
Irving, Texas 75038  
MailCode HQE03H14  
Phone: 972718-4800  
Fax: 972718-3946  
E mail:  
christian.andersen@verizon.com

To: U.S. Patent and Trademark Office –  
Examiner: Gerald GAUTHIER  
Group Art Unit: 2645

From: Christian R. Andersen  
Sr. Paralegal – Intellectual Property

---

Fax: 703-872-9306

Pages  
with 14  
Cover:

---

**FORMAL SUBMISSION OF:**

- 1) Transmittal Form; and
- 2) Amendment After Final Office Action.

Title: APPARATUS AND METHOD FOR VISUALLY REPRESENTING EVENTS IN  
CALLS HANDLED BY AND AUTOMATED RESPONSE SYSTEM

Serial No. 10/090,546

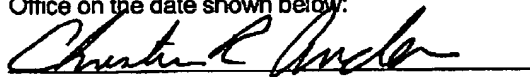
Filing Date: May 4, 2002

First Named Inventor: Katherine GODFREY

Atty. No. 01-4004D

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

  
Christian R. Andersen

Date of Transmission: May 17, 2004

Amendment Under 37 C.F.R. § 1.116  
Group Art Unit 2645, Expedited Procedure

In re Application of:

Docket No. 01-4004D

KATHERINE GODFREY ET AL.  
 Application No: 10/090,546

Customer No.: 32127  
 Examiner: Gauthier, Gerald

Filed: March 4 2002

Group Art Unit: 2645

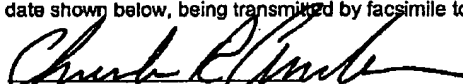
For: APPARATUS AND METHOD FOR VISUALLY  
 REPRESENTING EVENTS IN CALLS HANDLED  
 BY AN AUTOMATED RESPONSE SYSTEM

**CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))**

I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-9306.

Dated: May 17, 2004

Signature:

  
 (Christian R. Andersen)

Mail Stop AF  
 Commissioner for Patents  
 P.O. Box 1450  
 Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an amendment in the above-identified application.



No additional fee is required.

The fee has been calculated as shown below

| CLAIMS AS AMENDED                             |  |       |  |                         |                |                   |
|---|--|-------|--|-------------------------|----------------|-------------------|
|   | (2)<br>CLAIMS<br>REMAINING<br>AFTER<br>AMENDMENT |       | (4)<br>HIGHEST NO.<br>PREVIOUSLY<br>PAID FOR | (5)<br>PRESENT<br>EXTRA | RATE           | ADDITIONAL<br>FEE |
| TOTAL<br>CLAIMS                               | *<br><br>16                                      | MINUS | **<br><br>16                                 | 0                       | \$9<br>\$18    | \$00              |
| INDEP.<br>CLAIMS                              | *<br><br>4                                       | MINUS | ***<br><br>4                                 | 0                       | x \$43<br>\$86 | \$00              |
| Fee for Multiple Dependent claims \$145/\$290 |  |       |  |                         |                | \$-0-             |
| TOTAL ADDITIONAL FEE FOR THIS AMENDMENT--     |  |       |  |                         |                | \$00              |

- \* If the entry in Column 2 is less than the entry in Column 4, write "0" in Column 5.
  - \*\* If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.
  - \*\*\* If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space.
- ☐ Verified Statement claiming small entity status is enclosed, if not filed previously.
- ☐ A check in the amount of \$\_\_\_\_\_.00 is enclosed.
- ☐ Charge \$\_\_\_\_\_ to Deposit Account No. 07-2347. A duplicate copy of this sheet is enclosed.
- ☒ Any prior general authorization to charge an issue fee under 37 C.F.R. 1.18 to Deposit Account No. 07-2339 is hereby revoked. The Commissioner is hereby authorized to charge any additional fees under 37 C.F.R. 1.16 and 1.17 which may be required during the entire pendency of this application, or to credit any overpayment, to Deposit Account No. 07-2347. A duplicate copy of this paper is enclosed.
- ☐ A check in the amount of \$\_\_\_\_\_ to cover the fee for a \_\_\_\_\_ month extension is enclosed.
- ☐ A check in the amount of \$\_\_\_\_\_ to cover the Information Disclosure Statement fee is enclosed.

Respectfully submitted,



Joel Wall  
Reg. No. 25,648

Date: May 17, 2004

c/o Christian R. Andersen  
VERIZON CORPORATE SERVICES GROUP, INC.  
HQE03H14  
600 Hidden Ridge Drive  
Irving, TX 75038  
(972) 718 - 4800

NY\_MAIN 419071\_1 DOC

U.S. Appln. No. 10/090,546  
Atty. Docket No. 01-4004D

Amendment Under 37 C.F.R. § 1.116  
Group Art Unit 2645, Expedited Procedure

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED  
CENTRAL FAX CENTER

MAY 17 2004

OFFICIAL

In re Application of:

KATHERINE GODFREY ET AL.

Application No.: 10/090,546

Filed: March 4, 2002

For: APPARATUS AND METHOD  
FOR VISUALLY  
REPRESENTING EVENTS IN  
CALLS HANDLED BY AN  
AUTOMATED RESPONSE  
SYSTEM

Examiner: Gauthier, Gerald

Group Art Unit: 2645

Customer No.: 32127

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT AFTER FINAL ACTION

Sir:

In response to the Office Action dated February 17, 2004, please amend the above-identified application as follows. The changes to the claims are reflected in the listing that begins on page 2, and the Remarks begin on page 7.